

Fig. 1

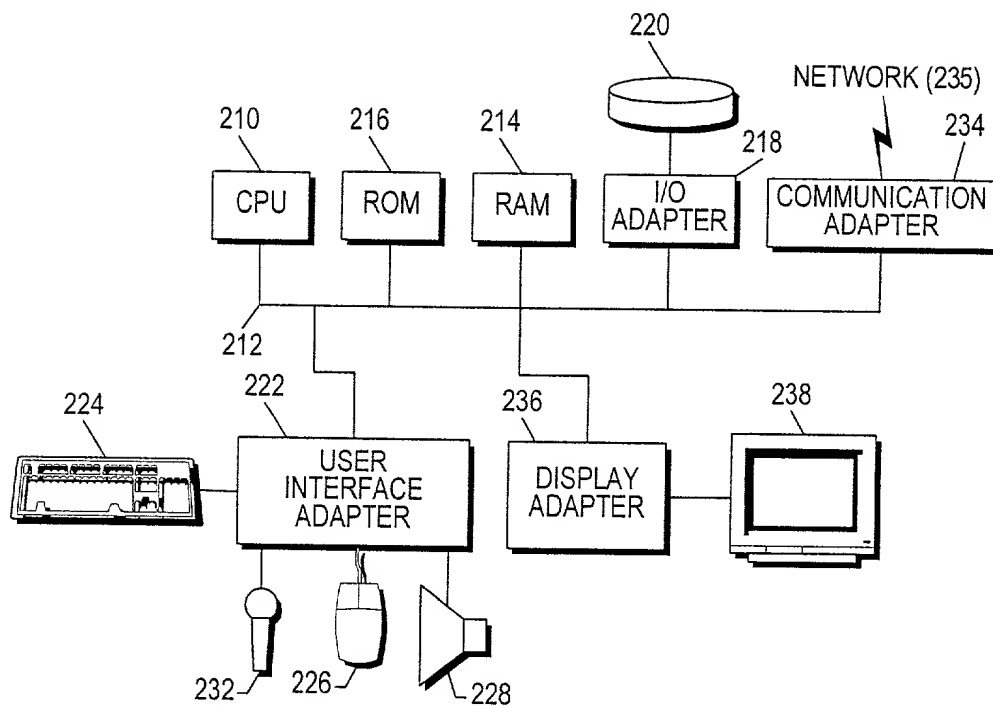


Fig. 2

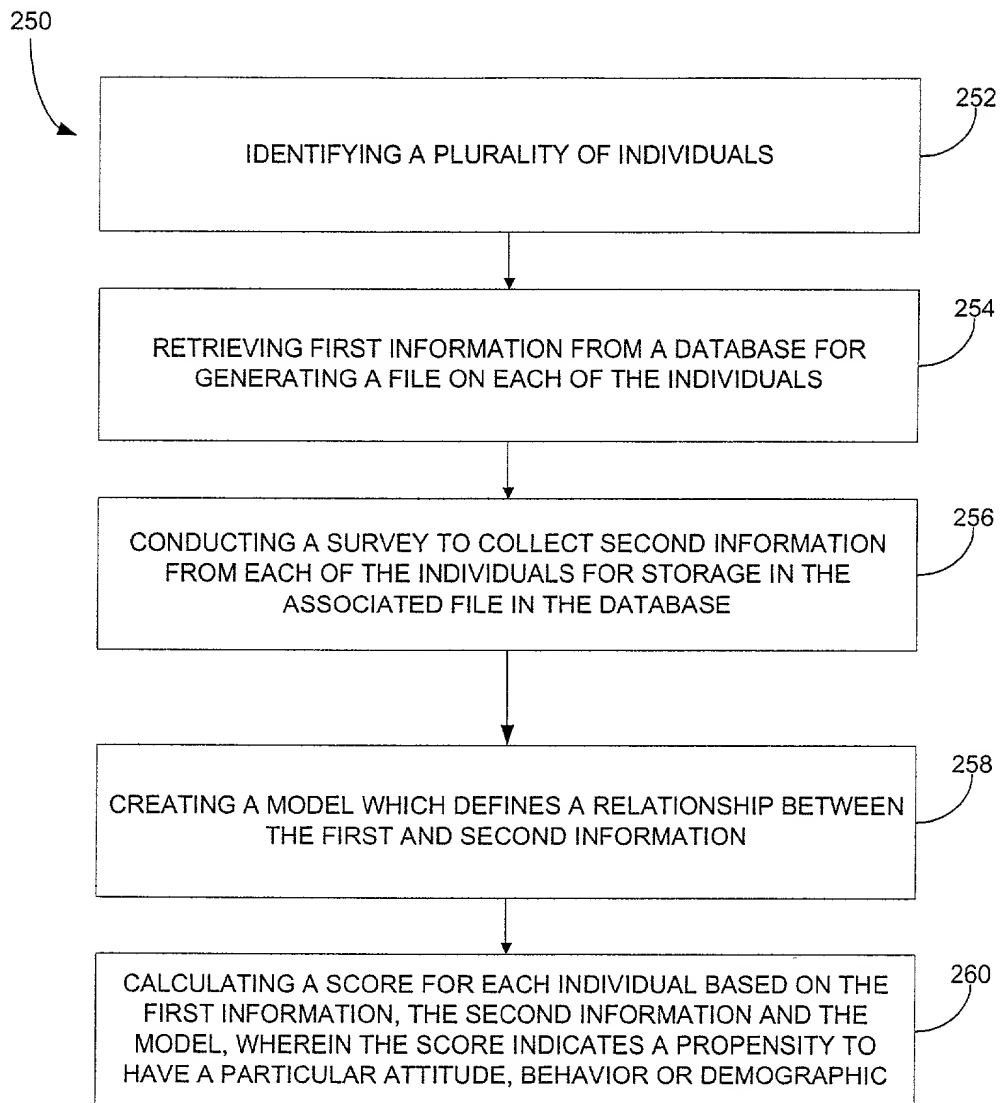


Fig. 2A

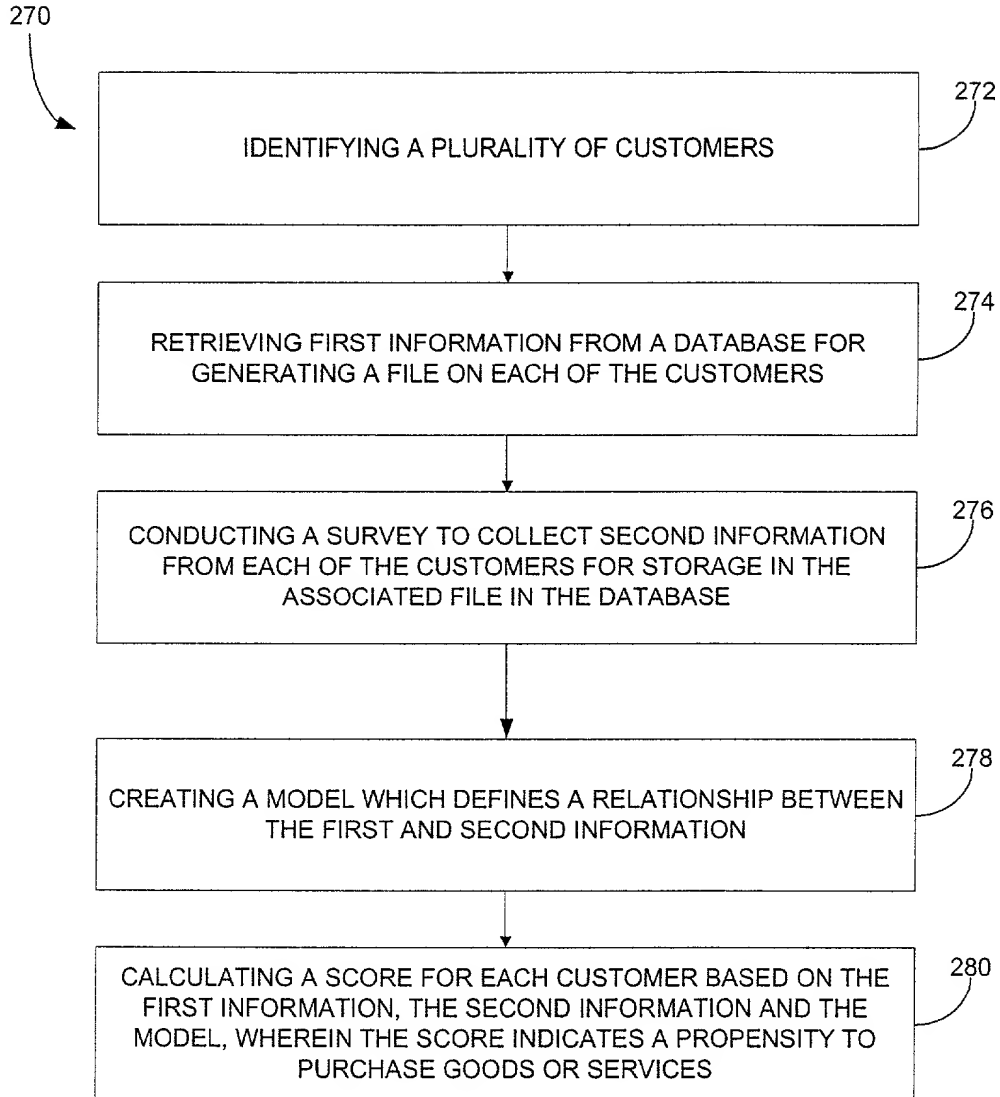


Fig. 2B

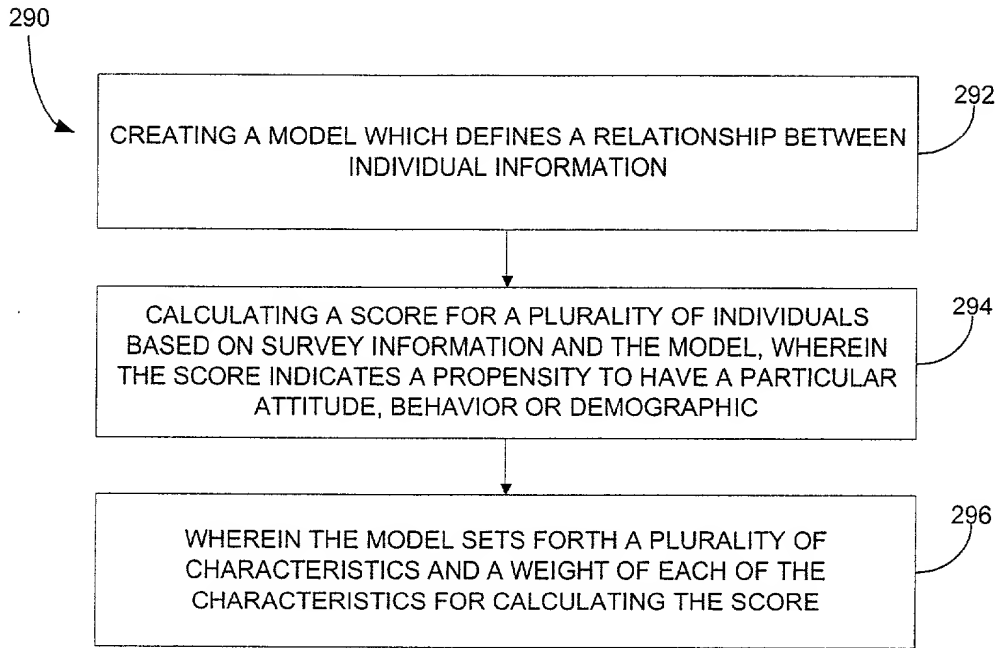


Fig. 2C

FIG. 3 is a schematic diagram of a system 300 for providing a service to a client. The system 300 includes a client 302, a server 304, and a database 306. The client 302 is connected to the server 304 via a network 308. The server 304 is connected to the database 306 via a network 310. The client 302 sends a request to the server 304, which then queries the database 306 for the requested information. The server 304 then returns the information to the client 302.

300

CLIENT ID/REF	CLIENT NAME	CLIENT ADDRESS	BILLING INFORMATION	PREFERRED RESULTS DELIVERY METHOD
C 100	CORPORATION X	1 MAIN ST. CITY, STATE	SEND TO POSTAL ADDRESS	NO POSTAL ADDRESS
C 101	POLITICAL PARTY A	10000 OR ANYWHERE, NY	CHARGE CREDIT CARD ACCOUNT 1115-1011-1111-1111	FAX TO (811) 885-5567
C 102	MUNICIPALITY Q	1 PROSPECT ST. BURLINGAME, USA	E-CASH DELIVERED WITH SURVEY	ABC@ MUNICIPALITY.COM

302
304
306

FIG. 3

FIG. 3 is a flowchart illustrating a method for determining a user's proficiency level based on a user's performance on a set of questions.

FIG. 3

402	403	404	405	406	407	408	409	410	411	412
QUESTION IDENTIFIER	QUESTION TYPE	ANSWER CHOICES	ANSWER TO BE SELECTED	SCORE TO BE AWARDED	SCORE TO BE AWARDED IF ANSWER IS CORRECT	SCORE TO BE AWARDED IF ANSWER IS INCORRECT	SCORE TO BE AWARDED IF ANSWER IS NOT SEEN	SCORE TO BE AWARDED IF ANSWER IS SEEN	SCORE TO BE AWARDED IF ANSWER IS SEEN	SCORE TO BE AWARDED IF ANSWER IS SEEN
101	C-101	A, B, C, D, E	A	100%	100%	0%	0%	0%	0%	0%
102	C-102	A, B, C, D, E	B	100%	100%	0%	0%	0%	0%	0%
103	C-103	A, B, C, D, E	C	100%	100%	0%	0%	0%	0%	0%

FIG. 4

420	421	422	423
QUESTION IDENTIFIER	QUESTION TYPE	ANSWER CHOICES	ANSWER TO BE SELECTED
101	C-101	A, B, C, D, E	A
102	C-102	A, B, C, D, E	B
103	C-103	A, B, C, D, E	C

FIG. 4

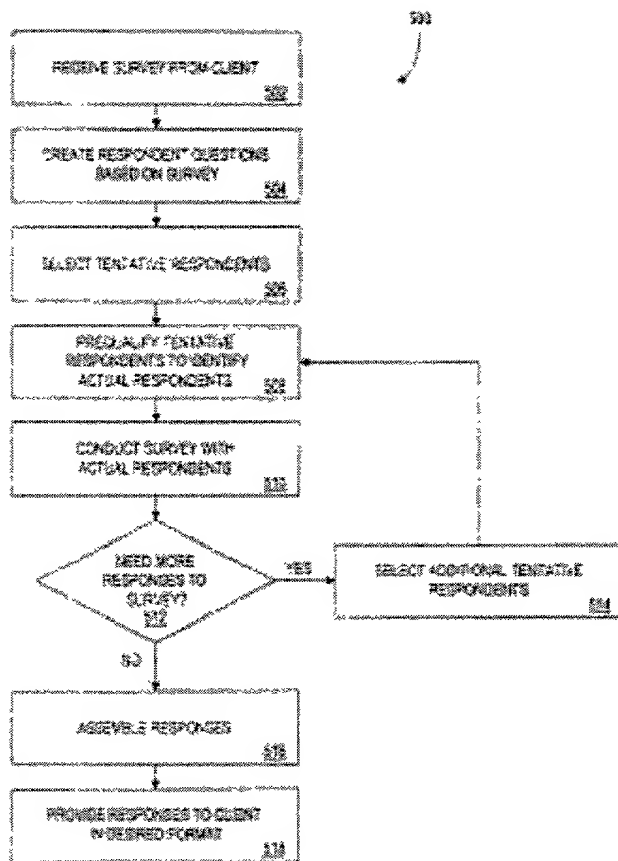
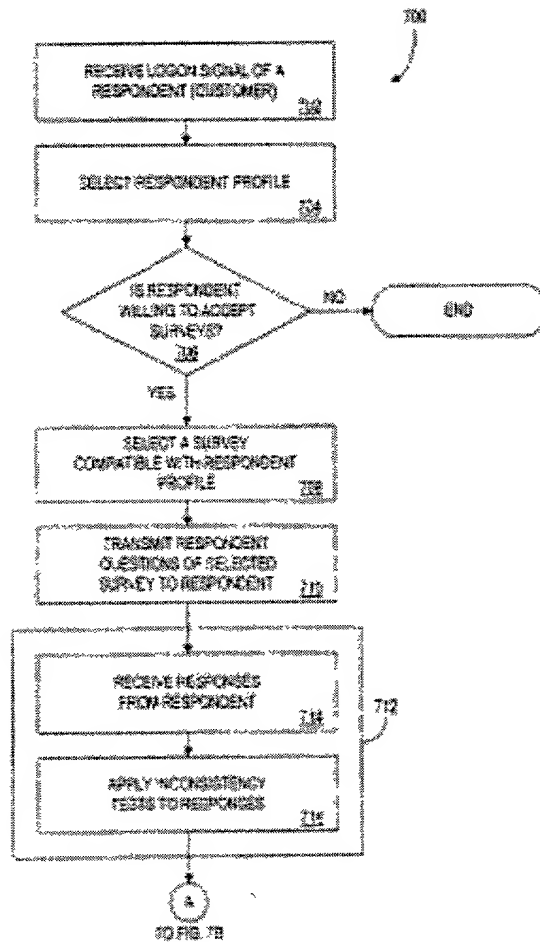


FIG. 5



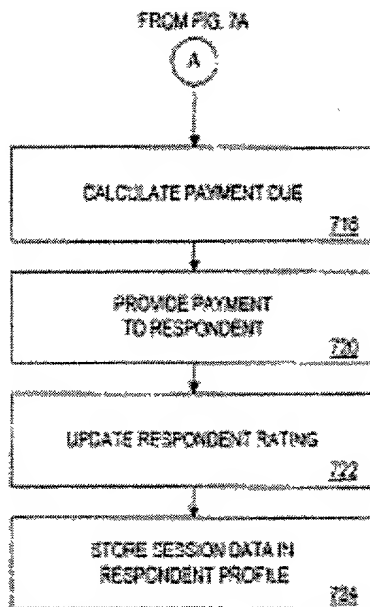


FIG. 7B

800

CERTIFICATION QUESTION IDENTIFIER	CERTIFICATION QUESTION DESCRIPTION	ANSWER SEQUENCE	PROPER ANSWER
1	"WHICH WAY DO THINGS FALL?"	1 = UP, 2 = DOWN	DOWN
2	"WHAT COLOR IS THE SKY?"	1 = BLUE, 2 = RED, 3 = ORANGE	BLUE

802
804

FIG. 8

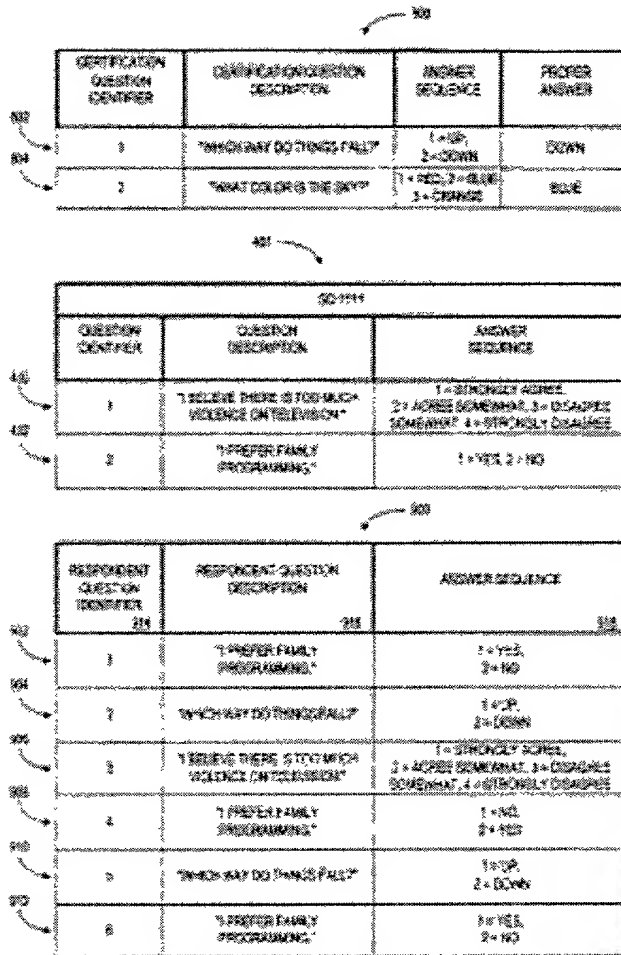


FIG. 9

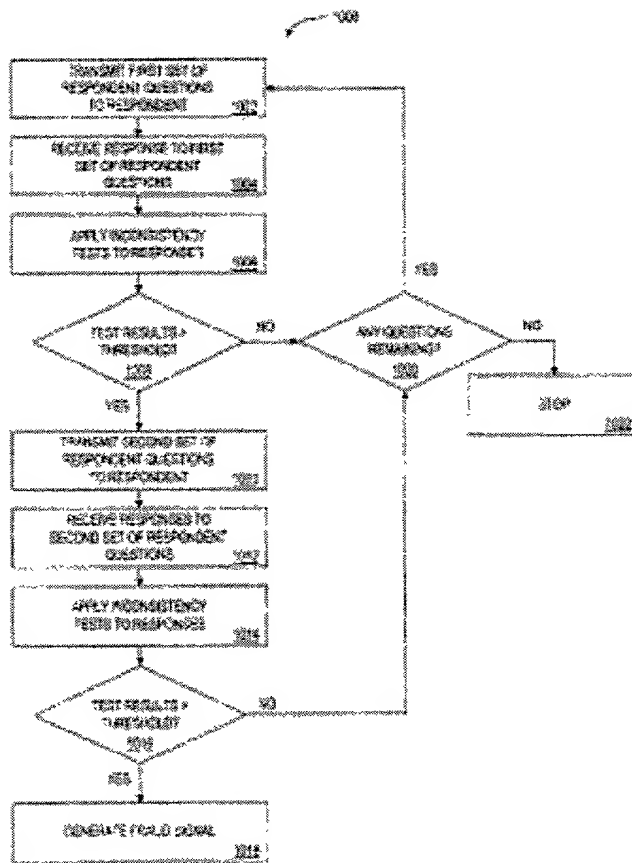


FIG. 10

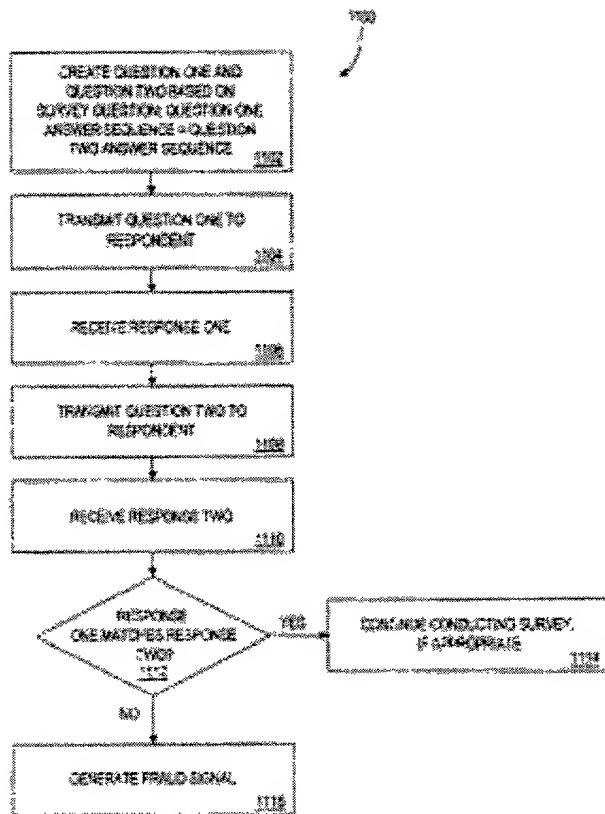


FIG. 11A

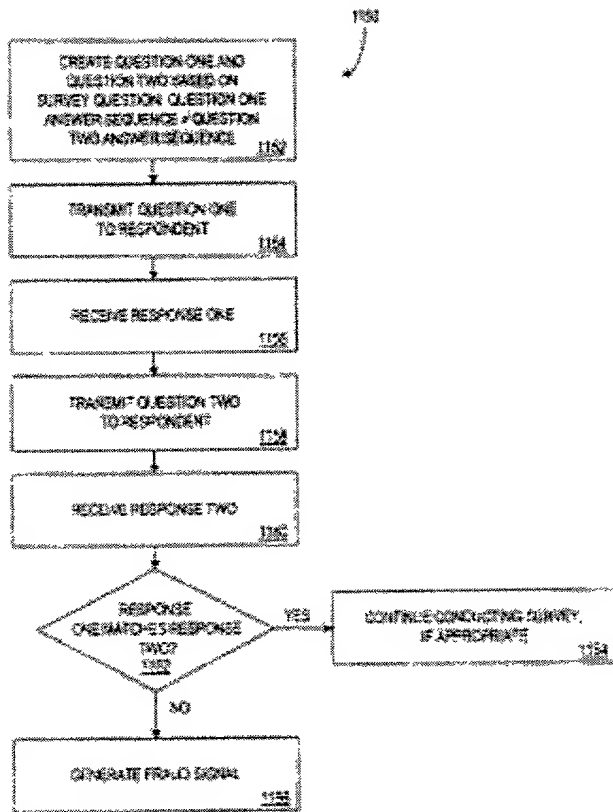


FIG. 11B

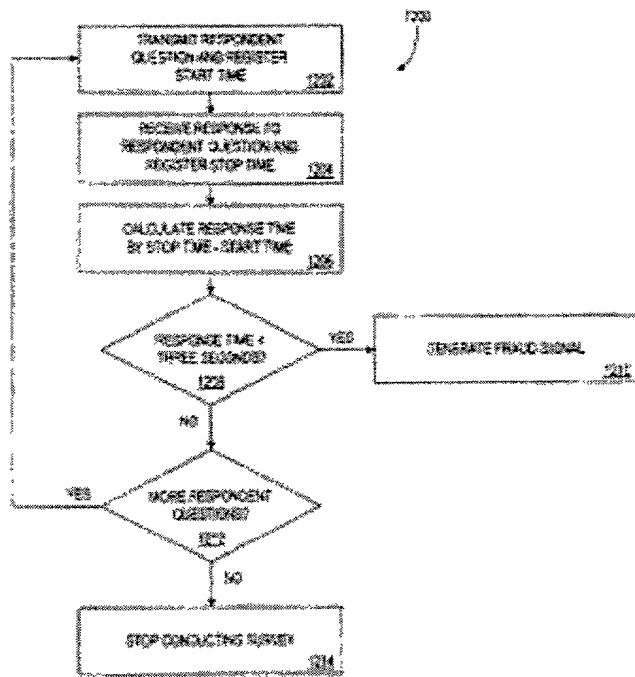


FIG. 12

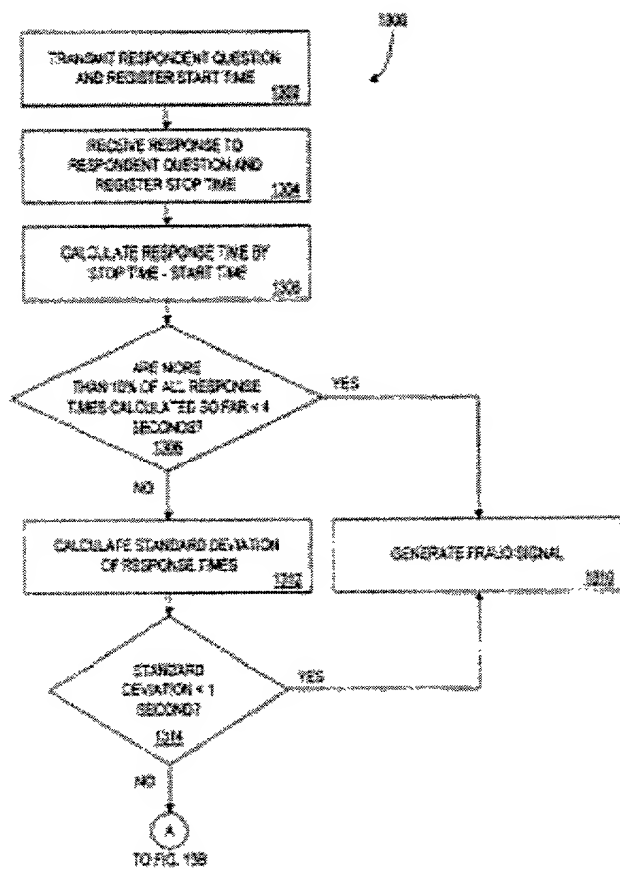
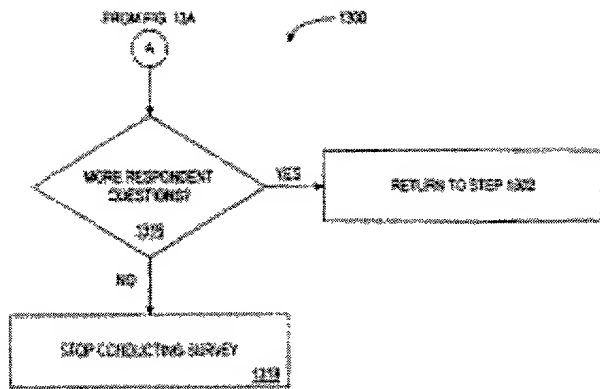


FIG. 13A



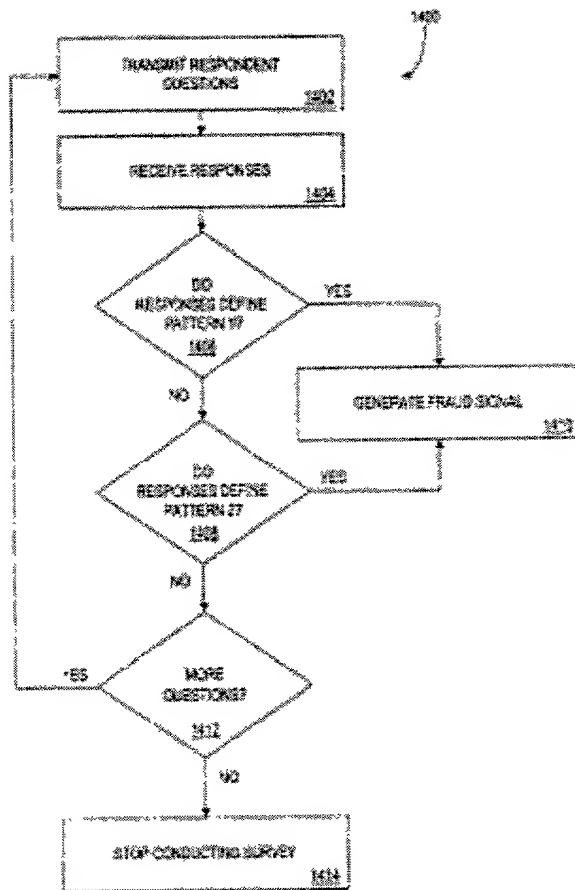


FIG. 14

1500

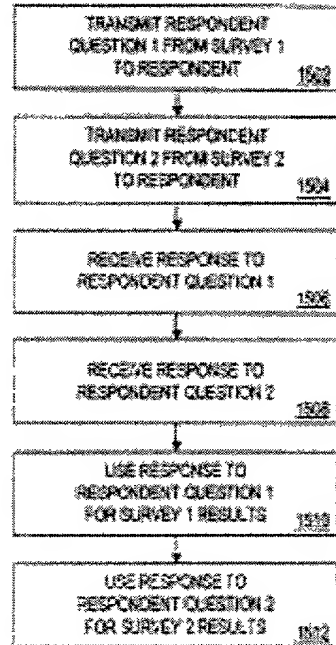


FIG. 15

the first and second data sets in
the first and second data sets
and the first and second data sets

1600

RESIDENT IDENTIFIER	SURVEY IDENTIFIER	QUESTION ENUMERATOR	RESPONSE	DATE/TIME
R 1000	1111	1	2	8-15 AM 20/96
R 1000	1111	2	1	8-15 AM 20/96

1607

1604

FIG. 16

1700

SURVEY IDENTIFIER 1111	
SUMBER OF RESPONSES = 10,101	CONFIDENCE LEVEL = 98%, 1
1708	1709
QUESTION IDENTIFIER	RESPONSES
1712	1714
1	1-43%, 2-7%, 3-14%, 4-28%
2	1-75%, 2-25%

1708

1710

FIG. 17

FIG. 18 is a schematic diagram of a system for determining the priority of a question.

1800

30-1111				1802
QUESTION IDENTIFIER 1808	QUESTION 1810	ANSWER SEQUENCE 1812	PRIORITY 1814	
1	"BELIEVE THERE IS TOO MUCH VIOLENCE ON TELEVISION"	1 = STRONGLY AGREE, 2 = AGREE, 3 = NEUTRAL, 4 = DISAGREE, 5 = STRONGLY DISAGREE	HIGH	
2	"PREFER FAMILY PROGRAMMING"	1 = YES, 2 = NO	LOW	

1804
1806

FIG. 18